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July 16, 2008

TO: Each Supervisor

FROM: John F. Schunhoff, Ph.D
             Interim Director

SUBJECT: **REQUEST TO AMEND INFORMATION
             TECHNOLOGY SUPPORT SERVICES MASTER
             AGREEMENT (ITSSMA) WORK ORDER NO4-0513
             WITH PI TECHNOLOGIES PROVIDING SENIOR
             LEVEL UNIX SYSTEM ADMINISTRATION**

This is to notify you of my intent to request the Internal Services Department
(ISD) to amend ITSSMA Work Order N04-0513 with PI Technologies, to
extend the term and increase the total maximum dollar amount. It is requested
to extend this Work Order to June 30, 2009, and to increase the total
maximum allocation by $335,400 from $663,000 to $998,400. In accordance
with ITSSMA Guidelines, prior Board notice is required for projects that will
exceed $300,000. Your Board was previously notified in April 2007, that this
Work Order would exceed the $300,000 notice requirement.

BACKGROUND

The Department of Health Services (DHS) - Health Services Administration
(HSA) Information Technology Division, maintains computer servers for
local users at 313 N. Figueroa St. in Los Angeles, 241 N. Figueroa St. in Los
Angeles, 1000 S. Freemont Avenue in Alhambra, and 5555 Ferguson Dr. in
the City of Commerce. This unit is also responsible for supporting servers
used DHS-wide as part of the enterprise network for DHS.

The purpose of this Work Order is to provide the necessary qualified staff to
assist in the support of computers in the HSA Datacenter and the Ferguson
Datacenter. Initial support will require the installation of servers and the
datacenter network and remote management configuration.

Additional servers are being added to both HSA datacenter and Ferguson
datacenter in support of the Medically Indigent Care Reporting System
(MICRS), Encounter Summary Sheets (ESS) in support of the Coverage
Initiative, the Referral Processing System, Metro Care, Health Care
Transaction Base (HTB), and various other projects.

The DHS datacenters continue to grow in both size and complexity and require on-going support at a very high level. Services will be provided to the DHS-HSA Technology Support and Operations Group.

During the last 12 months, the consultant has accomplished the following:

o   The Hewlett Packard (HP) Grid project plan, operating system (O/S) and applications consolidation and hardware standardization documentations were completed.

o   The feasibility study to replace Solaris and AIX O/S with Red Hat Enterprise Linux was completed. A development environment was set up to test and validate this study.

o   Purchased the Red Hat Enterprise Linux O/S to facilitate the operating systems consolidation and to phase-out Solaris and AIX O/S.

o   Ordered New HP hardware to bring hardware in line with standardization plan and consolidate applications such as Enterprise Data Repository, eGate, and Referral Processing System.

o   New HP Enterprise Virtual Array 6000 Storage Area Network (SAN) has been set up and configured. This is the SAN that will replace the end of life SUN Microsystems SAN to store the Enterprise Data Repository, eGate and Referral Processing System data.

o   Trained and mentored a junior level systems administrator to perform the ongoing maintenance and support of both the existing and proposed consolidated systems.

o   Set up support processes and documentations to manage the supported systems. Implemented infrastructure services to remotely manage and maintain SUN Solaris, including a SAN.

SCOPE OF WORK

The scope of work includes the following:

o   SUN Solaris Support – Continue support of SUN Solaris computers with O/S v. 8, 9 and 10. Continue support of SUN hardware systems, including a SAN until such time as customer sign-off on the new environment.

o   Microsoft O/S Support – Support of systems with Microsoft O/S including Windows 2003 server.

o   Server Software Support – Software installation, configuration, troubleshooting, and repair for applications running on SUN, IBM, HP, and Microsoft systems. Assist with testing of new software components; escalation of issues through appropriate help desks. Documentation of issues and resolutions using work order tracking software.

o Peripheral System Support – Hardware installation, configuration, troubleshooting and repair for peripheral devices including printers, CD-Rom drives, DVD drives, handheld systems, scanners, etc.

o Evaluate New Products and Services - Evaluate, test and provide detailed reports and recommendations on new hardware and software applications and services.

o Mentoring and Knowledge Transfer – This includes working with DHS technical staff and facilitating the transition of support responsibilities to DHS technical staff.

It is anticipated that the tasks that could not be completed during FY 2007-08 will be completed by June 30, 2009.

JUSTIFICATION

Services will be provided to DHS which deploys, maintains, and supports technology solutions for clinical users throughout the Department. The importance of these systems, their complexity, and the impact they have on supporting the delivery of healthcare across DHS mandates high level support. In addition, The MICRS and the Coverage Initiative represent approximately $68 million of both realized and potential revenue for DHS.

Currently, there are no DHS employees with the skill sets and expertise to perform these tasks. The purpose of this Work Order is to continue to provide a qualified consultant to perform high level Unix and Windows System Administration. It is also intended to facilitate the transition of support to DHS staff through training, mentoring, knowledge, and skills transfer. This is a temporary resource that will not need to be sustained once HSA and Ferguson Data Centers have been stabilized and County System Administrators have been trained.

FISCAL IMPACT

This Work Order was competitively bid and awarded in June 2006 in the amount of $299,999. In April 2007, this Work Order was amended to extend the term for one year and to increase the maximum dollar amount to $663,000. The increased cost of this Work Order will be $335,400 and will increase the total cost to $998,400. The funds for this project are currently in the Fiscal Year 2008-2009 Health Services Administration Budget. The hourly rate will remain the same through June 30, 2009.

CLOSING

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board by August 5, 2008, we will request that ISD proceed with the amendment of this Work Order.
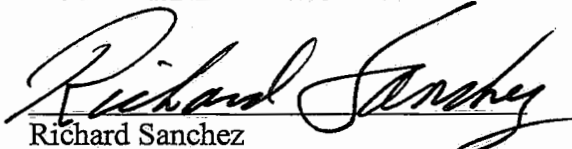
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If you have any questions or require additional information, please let me know.

JFS:gc

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Interim Chief Information Officer
Interim Director, Internal Services Department

NOTED AND APPROVED:

Richard Sanchez
Interim Chief Information Officer

7-22-08
Date